Date: 12-16-09

Field Bulletin

Issue: Certain Ion 2009.5 and 2010 software versions may experience issues when connected to certain routers.

Games Affected: Ion systems running software versions V31.02, V31.03, 31.04, 31.06, 31.07, 31.22, V32.03, and V32.04 using a wired connection.

Symptoms: This particular issue causes a condition where, after the network connection is established, upon exiting out of the Connection Wizard a black screen appears on the system. This screen will not go away. If the machine is rebooted, it will go into a continuous reboot cycle.

Solution: AMI is issuing a free patch to correct this issue. You can download the patch from our Web site and install it on your game with a USB pen, CD, or DVD. To download the patch, visit www.amientertainment.com > Support > Megatouch Support Center > Software Downloads.

If you have any questions please contact AMI Technical Support by phone at 800-523-2760 or 215-826-1400, or by e-mail at TechCenter@amientertainment.com.